RESCUE 1122

The Life Saving Force

Punjab Emergency Service
Performance Report

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PUNJAB EMERGENCY SERVICE

(RESCUE 1122)

5 Years Performance Report.

14th October, 2009

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RESCUE 1122

Excellence through professionalism

MISSION

Development of safer communities through establishment of an effective system for emergency preparedness, response and prevention.

FOUNDER'S FOREWORD

The Punjab Emergency Service was started as an Emergency Ambulance Service pilot project from Lahore in 2004. Keeping in view failure of repeated attempts to revitalize and modernize the existing emergency services, every one was very skeptical about the project's success. Therefore, the establishment of this Service was a great challenge, especially when there were no trained emergency personnel or emergency training institute available in Pakistan and even the emergency departments of teaching hospitals did not have trained emergency paramedics.

Against all odds, the Service was established after successfully completing all the challenges which included recruitment of right staff and training on modern lines; acquisition of appropriate land for Rescue Stations; construction of Rescue Stations; development of international standards ambulances, rescue and fire vehicles in Pakistan; acquisition of toll free emergency number 1122 and wireless frequencies; development & establishment of vehicles tracking and call monitoring systems for Control Room for effective monitoring.

After third party evaluation which revealed this service to be exemplary in terms of training, quality care, response and professionalism, the Service has been established in all major cities of Punjab. and shall soon become functional in all the 36 districts of Punjab. The Service has so far rescued 396,995 victims while maintaining its response time of less than 7 minutes. Today, Rescue 1122 is not only a model for other provinces but also for all SAARC countries. This exemplary performance has been possible only due to the quality of training imparted to its motivated staff on modern lines and the effective management and monitoring systems.

Rescue 1122, which was just an idea five years ago has now turned into a reality of an effective system of Emergency Preparedness, Response and Prevention. I sincerely hope that the Rescuers maintain the standards of the Service and will gain respect & blessings of the public by maintaining a courteous professional approach. Although an international standard Emergency Service is available for rescue of emergency victims, the alarming increase in the number of avoidable road traffic accidents and fire incidents necessitates the need to work together for prevention of such emergencies to build a safer Pakistan.

DR. RIZWAN NASEER
DIRECTOR GENERAL

EMERGENCY LEGISLATION & RULES

The Punjab Emergency Service Act, 2006, was passed unanimously by the Provincial Assembly of the Punjab on 9th June, 2006. This Act is meant to establish an emergency service for the purpose of maintaining a state of preparedness to deal with emergencies, to provide timely response, rescue and emergency medical treatment to the persons affected by emergencies and to recommend measures to be taken by related organizations to avoid emergencies.

Powers and functions of the Service in accordance with section 5 of the Act, shall be to:-

(a) Maintain a state of preparedness to deal with emergencies;

(b) Provide timely response, rescue and emergency medical treatment to the victims of an emergency including medical and surgical emergencies;

(c) Establish a system for rapid communication, exchange of information and quick response to combat or deal with an emergency;

(d) Arrange for a universal toll free emergency dial in number as may be allocated by the Pakistan telecommunication Authority to be used throughout Punjab;

(e) Play a lead role and coordinate the working of other organizations or agencies which have lawful authority to respond to an emergency;

(f) Arrange transport where necessary for carrying persons requiring emergency medical treatment from the emergency area to the nearest hospital or health care unit having arrangements for emergency medical care and treatment;

(g) Establish community emergency response teams through enlistment, training, coordination and supervision of volunteers to assist the Service in safety promotion and management of emergencies;

(h) Impart training and grant certificates to rescuers, volunteers and other private persons for due performance of emergency management duties;

(i) Establish direct contact with local and international organizations and training institutions to maintain the Service according to international standards;

(j) Collect, compile, maintain and analyse emergency response data and statistics relating to emergencies and to use it for research and prevention of such emergencies;

(k) Implement the regulations framed by the Council for dealing with emergencies in accordance with the provisions of this Act;

(l) Suggest measures for the prevention or mitigation of hazards endangering public safety on roads, public parks and other public places particularly exhibitions, trade shows, amusement parks, and fairs with regard

(m) Encourage, facilitate, and train staff of non-governmental organizations and educational institutions for emergency management;

(n) Register and ensure minimum standards and code of conduct to be followed by rescue vehicles, ambulances and patient transportation services;

(o) Coordinate and maintain an effective liaison with all other organizations managing emergencies;

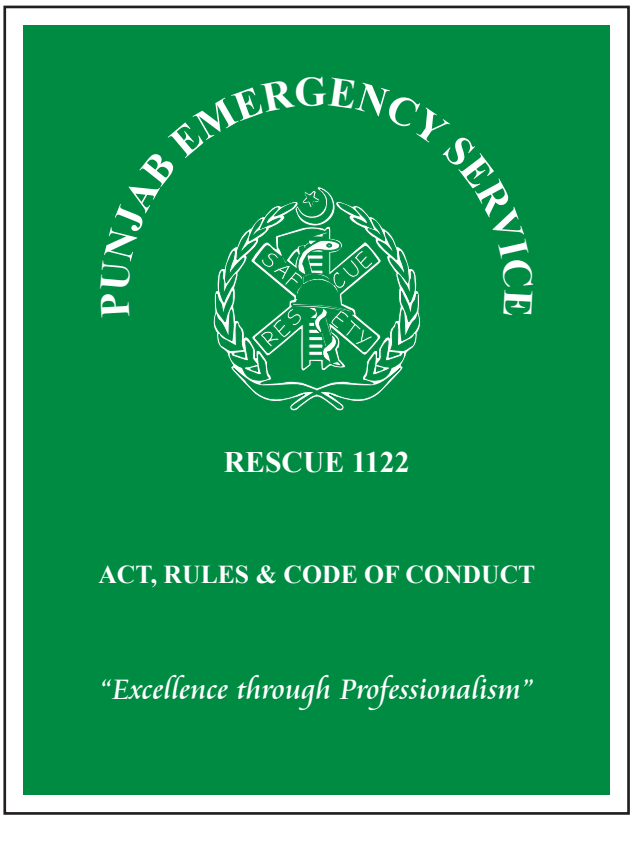
(p) Perform such other functions as may be assigned to it by the Council to achieve the purposes of this Act; and

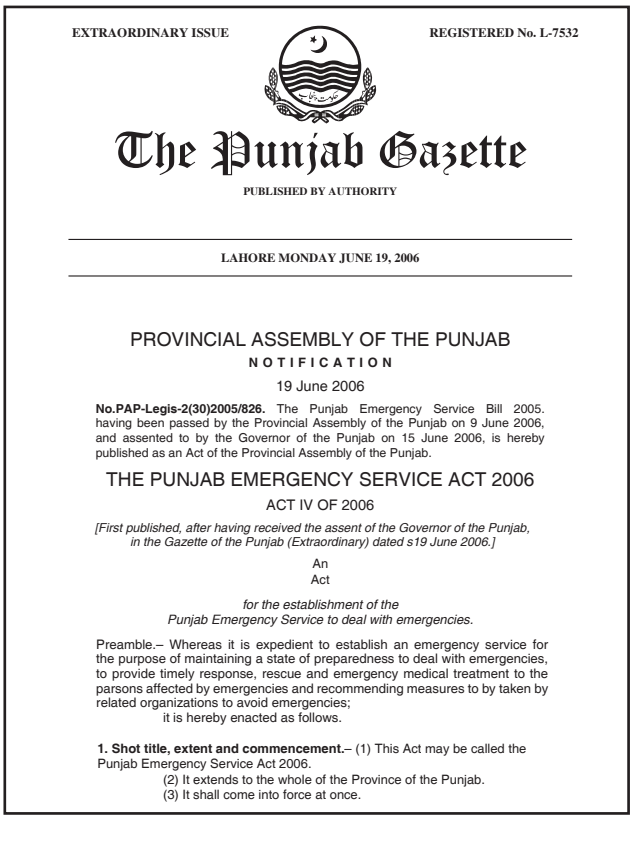
(q) Perform functions that are ancillary or incidental to any of the above functions.

The Punjab Emergency Council at provincial level and ***District Emergency Boards*** at District level have been constituted under the Act for prevention, effective management of emergencies and mitigation of hazards endangering public safety.

Service Rules

In order to ensure uniform standards and optimal working of the Service in all districts of Punjab, the Punjab Emergency Service Leave, Efficiency and Discipline Rules 2007, the Punjab Emergency Service Financial Rules 2007, Code of Conduct, Shifting Protocols, Instructions for Computer, Telephone and Wireless Operators, Drivers and Emergency Medical Technicians have been issued.





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PROVINCIAL ASSEMBLY OF THE PUNJAB

NOTIFICATION

19 June 2006

No.PAP-Legis-2(30)2005/826. The Punjab Emergency Service Bill 2005. having been passed by the Provincial Assembly of the Punjab on 9 June 2006, and assented to by the Governor of the Punjab on 15 June 2006, is hereby published as an Act of the Provincial Assembly of the Punjab.

THE PUNJAB EMERGENCY SERVICE ACT 2006

ACT IV OF 2006

[First published, after having received the assent of the Governor of the Punjab, in the Gazette of the Punjab (Extraordinary) dated s19 June 2006.]

An
Act

for the establishment of the Punjab Emergency Service to deal with emergencies.

Preamble.– Whereas it is expedient to establish an emergency service for the purpose of maintaining a state of preparedness to deal with emergencies, to provide timely response, rescue and emergency medical treatment to the parsons affected by emergencies and recommending measures to by taken by related organizations to avoid emergencies;
it is hereby enacted as follows.

1. Shot title, extent and commencement.– (1) This Act may be called the Punjab Emergency Service Act 2006.
(2) It extends to the whole of the Province of the Punjab.
(3) It shall come into force at once.

RECRUITMENT, TRAINING & ACADEMY

Recruitment Process

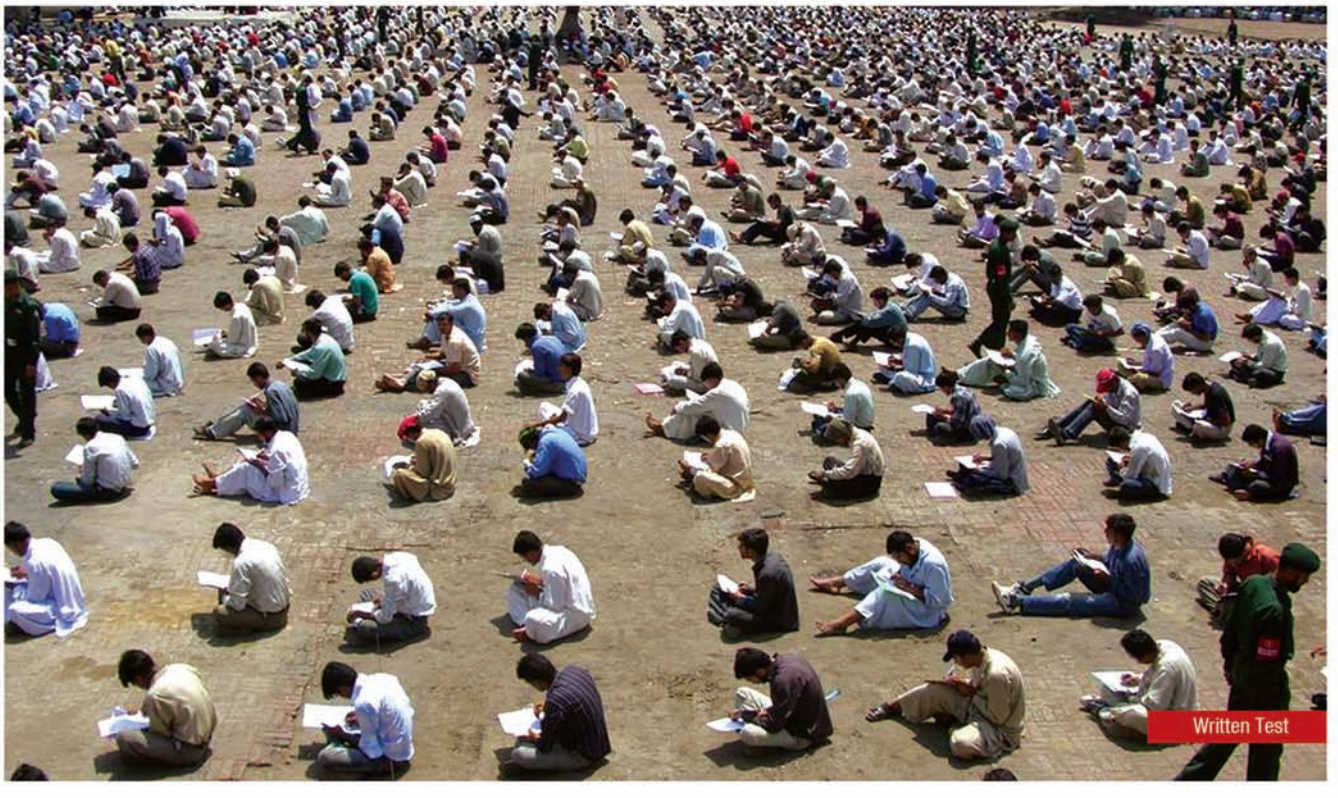
The key factor in the success of Rescue 1122 has been the recruitment of right staff in the most transparent manner. After standardization of criteria by the Human Resource Management Committee constituted by the Punjab Emergency Council in accordance with the Punjab Emergency Service Act 2006, the Service advertises posts in the leading national daily newspapers. The candidates have to go through a series of tests which include written, psychological, physical and skill tests.

The selection is done by the Recruitment / Selection Committee constituted by Government of the Punjab consisting of senior representatives from four independent Government departments. The final selection / appointment is subject to medical fitness, successful completion of training and verification of educational documents.

All these processes ensure that only the best candidate joins the Service. Up till now, 6112 emergency personnel have been recruited.

Interviews

Physical Fitness Test


Written Test

Training on Modern Lines

The other reason behind the success of the Service has been the quality of training imparted to the Rescuers on modern lines for the first time in Pakistan. The training of newly recruited staff was a great challenge as there was no trained emergency staff in the emergency departments of teaching hospitals or in the existing emergency services like fire, rescue and ambulance services.

New rescuers were recruited and trained to provide swift response, rescue and emergency medical treatment to the victims. The theoretical training and simulations are designed by Dr. Rizwan Naseer, Project Director, Punjab Emergency Service which have been internationally monitored by foreign trainers from Asian Disaster Preparedness Centre & instructors from Australia for quality assurance. Rescuers are also imparted specialized rescue and physical training to ensure their physical fitness and discipline.

Specialized CPR training is practiced repeatedly on manikins and rescuers are finally sent to emergency departments of teaching hospitals for hands on experience in managing emergency patients and understanding the protocol for smooth shifting of these patients.

Emergency Services Academy

In order to ensure sustainable human resource development, Emergency Services Academy has been established at former LOS Ichhra premises till the construction of its purpose built campus with simulators for training in life saving skills at Thokar Niaz Baig, Lahore. Although the Academy was started with extremely limited resources in April 2006 in a deserted premises of a former bus terminal, but it was purposefully renovated mainly through donations to meet the training requirements of the Service.

The main reason for the success of the Service has been quality training imparted to its staff for the first time in Pakistan. The sustainability of this training process was a big challenge and to meet this challenge all the faculty members of the Academy went through a process of international certification by the USAID Program for Enhancement of Emergency Response (PEER). This training program was instrumental for achieving instructors certification for the trainers of the Academy to conduct Medical First Responder (MER) and Collapsed Structure Search & Rescue (CSSR) courses.

At present, the Academy is mainly conducting a four months Basic Rescue Course which includes emergency medical, rescue fire and physical fitness training followed by one month's training in emergency departments of teaching hospitals. The Academy also conducts specialized courses like Medical First Responder, Collapsed Structure Search & Rescue, Training for Instructors, several short courses and refresher courses for the career development of the Rescuers and training of personnel from other provinces including Sindh and NWFP.

The Service has so far trained 6,112 Rescuers and incurred a bare minimum average expenditure of Rs. 19,902/- per trainee. This cost will further diminish with increase in number of trainees.

MEDICAL TRAINING

Emergency paramedics are imparted knowledge and skills required for provision of pre-hospital emergency care to the victims of medical emergencies, accidents and disasters.

The training contents include roles & responsibilities of medical first responder, anatomical reference points, vital signs, patient assessment, physical examination, infectious diseases & precautions, basic life support, cardiopulmonary resuscitation, hemorrhage & shock, oxygen therapy, management of soft-tissues & musculoskeletal injuries and injuries to the skull, spine and chest, burns and environmental emergencies and poisoning.

The applications of ambulance equipment including automated external defibrillator have been instructed to the Rescuers to teach them the practical handling of all equipment.

Practical exercises of pre-hospital emergency management are organized repeatedly to enable emergency paramedics to better manage all these emergencies and learn operational protocols by heart and mind.

Fire Rescuers, Disaster Emergency Responders and Drivers are also imparted with basic medical training for effective management of medical emergencies.

Training of managing hazardous material incidents

FIRE TRAINING

The Fire Rescue Training courses have been designed to lay down strong foundation for professional excellence of Fire Rescuers. During the training, enhancement of sound professional knowledge, practical skills and professional ethics are ensured. Emphasis is made on understanding of fire chemistry, fire hazards and preventive measures, causes and spread of fire, different types of fire, hazardous materials, fire fighting techniques and above all, practical skills involving the proper use of relevant equipment, tools and personal protective equipment.

The training methodologies include lectures, practical stations, video clips of fire incidents, scenario based fire drills, group discussions, case studies and fire & rescue movies.

Apart from regular fire training, emphasis is made on training in specialized areas of high rise rescue, operations of specialized vehicles, forcible entry, closed space entry, Hazmat training and search & rescue techniques.

Instructors training at Strathclyde Fire & Rescue Training Centre, United Kingdom

RESCUE TRAINING

The specialized rescue training imparted to the Rescuers include training of urban search & rescue, road traffic accident management, high angle rescue and confined space entry & rescue.

The training program includes study of building construction, scene size up, collapse patterns, lifting and moving heavy objects, emergency building shoring, stabilization and breaching & breaking to gain access to trapped victims.

Rope rescue training provides the Rescuers with rope "self rescue" skills and confidence to escape from "blocked exit" scenario and safe descent to the ground.

Confined space rescue course teaches the hazards of confined space, air monitoring, ventilation, non-entry rescue, entry rescue and supplied air respirators, mechanical advantage, patient packaging and medical surveillance programme.

WATER RESCUE TRAINING

Increasing number of emergency calls related to water emergencies necessitated the need to introduce specialized water rescue training.

Rescuers are imparted water rescue training to manage emergencies like flood, drowning in deep well and rivers. Training contents include handling of specialized water rescue equipment, approaches & strategies of water rescue, methodology for gaining access, stabilization, preparation and transportation of drowned victims and reporting of the incident.

Water rescue training also imparts skills of using self contained breathing apparatus in under water search, dry suit for hazardous water, wet suits for river & canal, rubber boat for flood emergencies, fiber boats for river and canals, life buoys and rescue ropelines for approaching distant victims in flood emergencies.

AMBULANCE, RESCUE & FIRE SERVICES

Emergency Ambulance Service

The Punjab Emergency Service (Rescue 1122) was initially started as an Emergency Ambulance Service on 14th October 2004 as a pilot project from Lahore. After the success of this pilot project, Emergency Ambulance Service has been established in 12 major cities of Punjab.

In spite of the fact that Rescue & Fire Services were also established subsequently, over 97% calls are still related to Emergency Ambulance Service. The main beneficiaries of this Service have been the victims of road traffic accidents whom earlier people were afraid to help due to medico-legal implications.

It was for the first time that emergency rescue paramedics were trained for this emergency ambulance service and emergency ambulances of international standards were manufactured in Pakistan. This training and indigenous fabrication of ambulances made this project cost effective and sustainable resulting in success of Rescue 1122.

The Service has so far rescued 396,995 victims of accidents, emergencies and disasters while maintaining an average response time of less than 7 minutes. Most of the beneficiaries of this Service include young earning bread winners of the society.

Disaster Response Teams

Disaster Emergency Response Team has been established in the aftermath of earthquake of October 2005. The Team has received training to deal with the natural and manmade disasters like earthquakes, floods, buildings collapse and explosions. After the success of this team in Lahore, the model has been replicated in 12 major cities to provide timely emergency services to the citizens.

The Team has been provided with multi-purpose rescue has vehicles containing essential rescue equipment like heavy duty hydraulic cutters, spreaders, electronic search and rescue devices and other manual tools. The professional approach of these trained Rescuers has proven their worth by timely and effective management of major emergencies and disasters, which include 971 building collapse incidents and 244 explosions.

First Modern Fire Service

After the failure of repeated attempts to improve and modernize the existing municipal fire brigades, Rescue 1122 also accepted the challenge of establishing the first modern, professionally trained Fire Service in Pakistan. In order to achieve this challenge, six officers received fire instructor training from Strathclyde Fire & Rescue Training Centre in the United Kingdom due to collaboration of Lahore with Glasgow City. Later on, a Memorandum of Understanding (MoU) was also signed between Strathclyde Fire & Rescue Service and Punjab Emergency Service.

The first trained modern Fire Service was established on 5th June, 2007 in Lahore which was subsequently replicated in all major cities of Punjab. In short span of time, the Fire Wing has achieved various landmarks and significant work has been initiated for fire prevention and installation of fire hydrants in all high risk areas. The building fire safety guidelines have also been developed by the Service and circulated by the Home Department, Government of the Punjab to all concerned departments and districts of Punjab for implementation. As a result of timely response and professional fire fighting on modern lines while responding to 12,732 fire incidents, the Rescue 1122 Fire Service was able to save many precious human lives and losses worth approximately Rs. 14.08 billion.

COMMUNITY PREPAREDNESS PROGRAM

Rescue Volunteers have been enrolled in accordance with Punjab Emergency Service Act, 2006 to ensure availability of trained human resource to help Emergency Service in the event of major disasters and emergencies. These Rescue Volunteers have been trained as First Responders to manage emergencies at community level and address hazards endangering public safety in their areas. The trained Rescue Volunteers are being developed into Community Emergency Response Teams (CERT) to enhance their capacities to respond emergencies and disasters in an effective manner, ultimately aiming at establishment of safer communities.

The first Community Emergency Response Team (CERT) of students of a University in Lahore is working as Community First Responders and responding to emergencies in their university and in the vicinity. The Service is also imparting training to School Teachers as well as students of Schools, Colleges, Universities, Medical Institutions, Hospital Staff, Police, Fire Services, Industrial Workers, Tele- communication Personnel, Civil Aviation Staff and general public.

EMERGENCY PROJECTS, DEVELOPMENT & EXPANSION

Emergency Services Projects

The Emergency Services Reforms Projects have been initiated by Government of the Punjab to enhance the limited capacity to deal with emergencies such as road traffic accidents, buildings collapse, fires, hazardous material incidents, explosions and disasters which was putting the lives and properties of the citizens at risk. The Emergency Services Reforms Projects include the following:

Punjab Emergency & Ambulance Services Pilot Project
The project was approved by P&D Board on 27th January, 2004 at a cost of Rs.116.119 million and was completed with savings of Rs.14.262 million. The project included construction of 6 rescue stations, purchase of 14 custom made emergency ambulances, 2 rescue vehicles, development of call monitoring & communication system, recruitment, training and salaries of 197 emergency staff for two years.

As a result of this project, the first modern Emergency Ambulance Service was established and for the first time emergency rescue paramedics were trained in Pakistan. This Service was evaluated to be exemplary in terms of training, quality care, response and professionalism. The Service has rescued over 396,995 victims of emergencies while maintaining its average response time of less than 7 minutes and has provided a sense of safety to the citizens of Lahore.

Establishment of Emergency Fire Service System in Lahore
After failure of repeated attempts to improve and modernize the existing Municipal Fire Services, the challenge of establishing a modern fire service was assigned to Rescue 1122. The project was approved by P&D Board on 9th August 2005 and the final approved cost was Rs.347.435 million. The project was completed with a saving of Rs.11.090 million. The project included expansion of existing rescue stations to accommodate fire trucks and staff, construction of new stations, installation of hydrants in Lahore and procurement of twenty custom made fire vehicles, turntable aerial ladder (100 feet high), aerial platform (60 feet high), water bowser truck, fire rescue van, water rescue van, specialized fire suits, fire fighting equipment, recruitment, training and salaries of 291 Fire Rescuers for three years.

As a result of this project, a modern fire service has been established in Lahore which has saved estimated losses of over Rs. 4.3 billion in Lahore due to timely response and professional management by this modern Rescue 1122 Fire Service.

Establishment of Emergency Service in Major Cities of Punjab
After the success of Lahore pilot project, the expansion to 11 major cities of Punjab was approved by P&D Board on 30th March, 2006 and the approved cost was Rs.1988.921 million. The Service was successfully established in Rawalpindi, Faisalabad, Multan, Gujranwala, Bahawalpur, D.G. Khan, Sargodha, Sahiwal, Sialkot, R.Y. Khan and Murree by December, 2007.

The project included acquisition of land at strategic sites from where swift response to emergencies could be provided with minimum number of stations; designing and construction of 37

The Pilot Project Team

(L to R): Ch. Nazir (B & A Officer), Mr. Lal Din (Emergency Officer), Dr. Muhammad Yahya Butt (Emergency Control Officer), Dr. Rizwan Nasreer (Project Director), Mr. Naeem Zarrar Ahmad (Deputy Project Director), Dr. Foaad Shahzad Mirza (Emergency Officer) & Dr. Abdul Rehman (Emergency Officer).
(L to R): Mr. Naeem Iftikhar (Office Assistant), Mr. Muhammad Aazam (SHI), Mr. Shahid Imran (SHI), Mr. Sifwat Sajjad (SHI), Ms. Roqiya Bano Javed (Public Relations Officer), Mr. Bashir Ahmad (Internal Auditor), Mr. Imran Ali (Audio Video Incharge) & Mr. Amir Usman (PA to Project Director).

model rescue stations; procurement of 105 ambulances; 73 fire trucks; 16 water bowser trucks; 22 rescue vehicles; 14 recovery vehicles; 7 water rescue vans; 7 sixty feet high aerial platforms; 100 feet turntable aerial ladder; establishment of call monitoring, wireless communication, vehicle tracking and fleet management system; buildings collapse search & rescue and fire fighting equipment; recruitment, training and salaries of 3,957 emergency medical technicians, fire fighters, disaster emergency rescue teams and emergency drivers for two years.

As a result of this project, an effective emergency management infrastructure has been established in all major cities of Punjab, thus providing a sense of safety to the citizens of these cities. The Service has saved estimated losses worth billions of rupees by swiftly responding and professional management of 12,732 fire incidents in these cities and rescued 396,995 emergency victims while maintaining its average response time of less than 7 minutes.

Districts Expansion Team

Establishment of Emergency Services Academy

In order to ensure sustainable human resource development in the long neglected field of emergency and disaster management, it was essential to establish a modern Emergency Services Academy. The project was approved by P&D Board on 2nd August 2006 and the approved cost of the project was Rs.981.823 million. The Academy has been temporarily established at the former LOS Ichhra premises on Ferozepur Road, Lahore till the construction of its purpose built campus with emergency simulators essential for training in life saving skills.

Establishment of Emergency Service in Remaining 24 Districts of Punjab

The project was approved by P&D Board on 18th February 2009 at a total cost of Rs.2723.588 million which is rapidly underway. The project included the establishment of Service in remaining 24 districts of Punjab. Each district has been provided with one rescue station, four ambulances, two fire trucks, one rescue vehicle, one water bowser truck, buildings collapse search & rescue and fire fighting equipment; recruitment, training and salaries of emergency medical technicians, fire fighters, disaster emergency response teams and emergency drivers.

The Service is expected to become operational in 12 Districts by November 2009 and remaining 12 Districts by February 2010.

RESCUE
1122

Indigenous Development

In order to make the Emergency Services Reforms cost effective and sustainable, it was essential to develop the emergency rescue vehicles in Pakistan. In absence of research and development in this area, this was a huge task. However, after getting the experts and potential manufacturers in different fields together and providing them with technical assistance the manufacturing of international standards Emergency Ambulance, Rescue and Fire Vehicles was started in Pakistan. Other organizations have also started following the specifications standardized by Rescue 1122 and have greatly benefited from this development.

After the success of manufacturing of these vehicles, even high-rise fire fighting platform has been developed in Pakistan. As a result of this indigenous manufacturing, the Service has been able to save foreign exchange of approximately Rs. 2.2 billion. Moreover, local manufacturing has made repair and maintenance easy, speedy and cost effective. This indigenous development shall also make it easy for the Service to replace its vehicles periodically and has led to the development of a new industry in Pakistan. It is also expected that in the near future, Pakistan shall be in a position to export these vehicles.

60 ft. Aerial Platform developed in Pakistan

Fire Vehicle

Rescue Vehicle

Emergency Ambulance

Expansion to All Districts of Punjab

Based on third party evaluation of the Lahore Pilot Project of Emergency Ambulance Service which reveals the Service to be exemplary in terms of training, quality care, response & professionalism, the expansion of the Service to all major cities & districts was approved by the Planning and Development Board of Government of the Punjab.

In first phase of expansion, the Service has been expanded to Rawalpindi, Faisalabad, Multan, Dera Ghazi Khan, Bahawalpur, Rahim Yar Khan, Sahiwal, Gujranwala, Sialkot, Sargodha and Murree. The expansion process was completed in a record period of 18 months after successfully establishing the Emergency Service at District level. The tasks which were accomplished successfully included acquisition of land & construction of stations; recruitment of the right staff and their training; establishment of District Control Rooms; Wireless Communication Systems and installations of call recording and vehicle tracking systems.

The most challenging aspect of the expansion of the Service was replication of same standards as followed by the Service in Lahore. It is only due to the quality training and effective monitoring system that the Service quality and average response time of less than 7 minutes has been maintained in all other cities.

RAWALPINDI

FAISALABAD

DERA GHAZI KHAN

SARGODHA

SAHIWAL

MULTAN

GUJRANWALA

BAHAWALPUR

SIALKOT

RAHIM YAR KHAN

MURREE

EXPANSION TO REMAINING DISTRICTS

Phase-I

(The Service shall become functional in these Districts by November, 2009)

1	Muzafargarh	7	Attock
2	Kasur	8	Bahawalnagar
3	Mianwali	9	Rajanpur
4	Gujrat	10	Pakpattan
5	Khanewal	11	Jehlum
6	T.T. Sing	12	Jhang

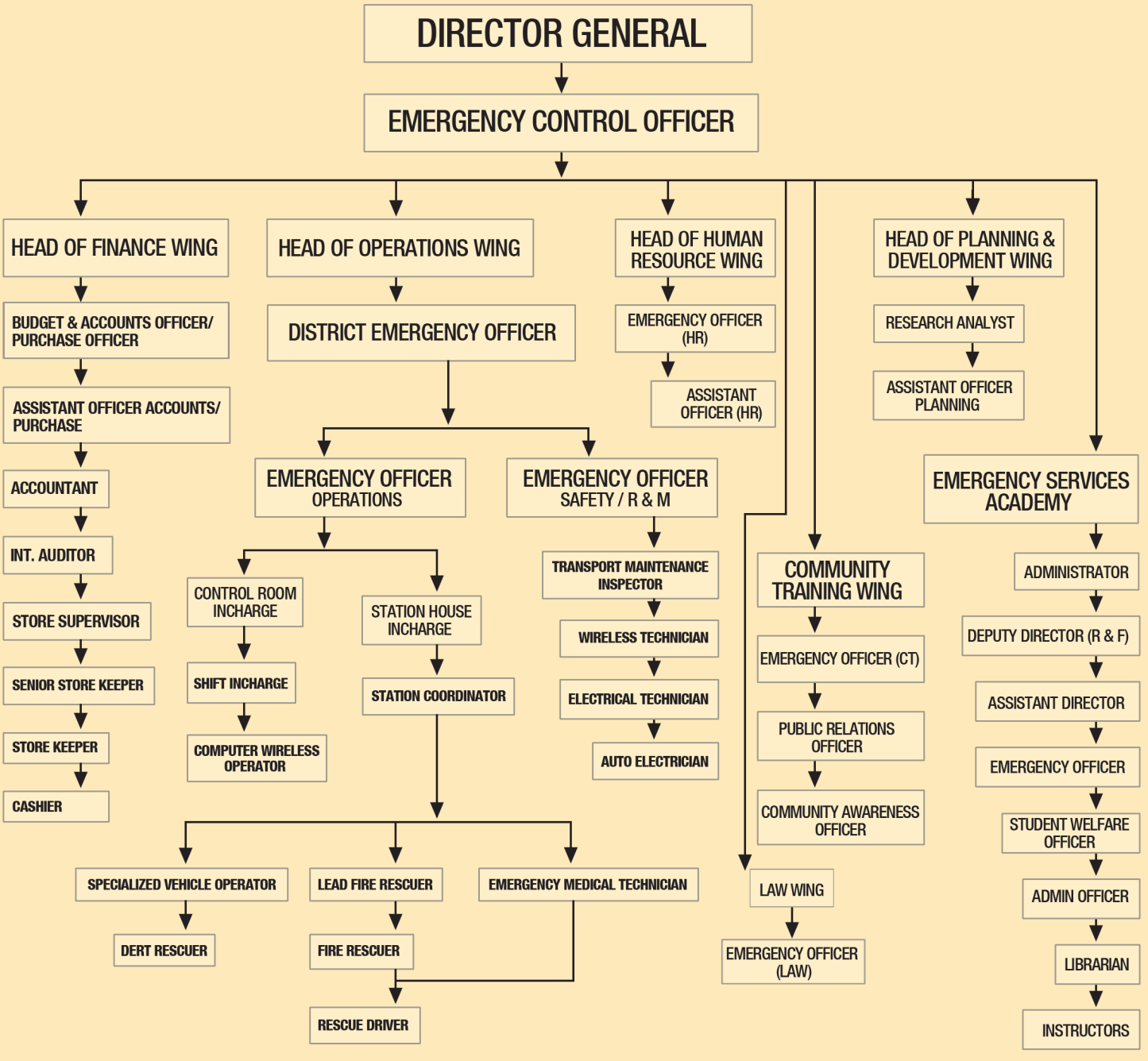
Phase-II

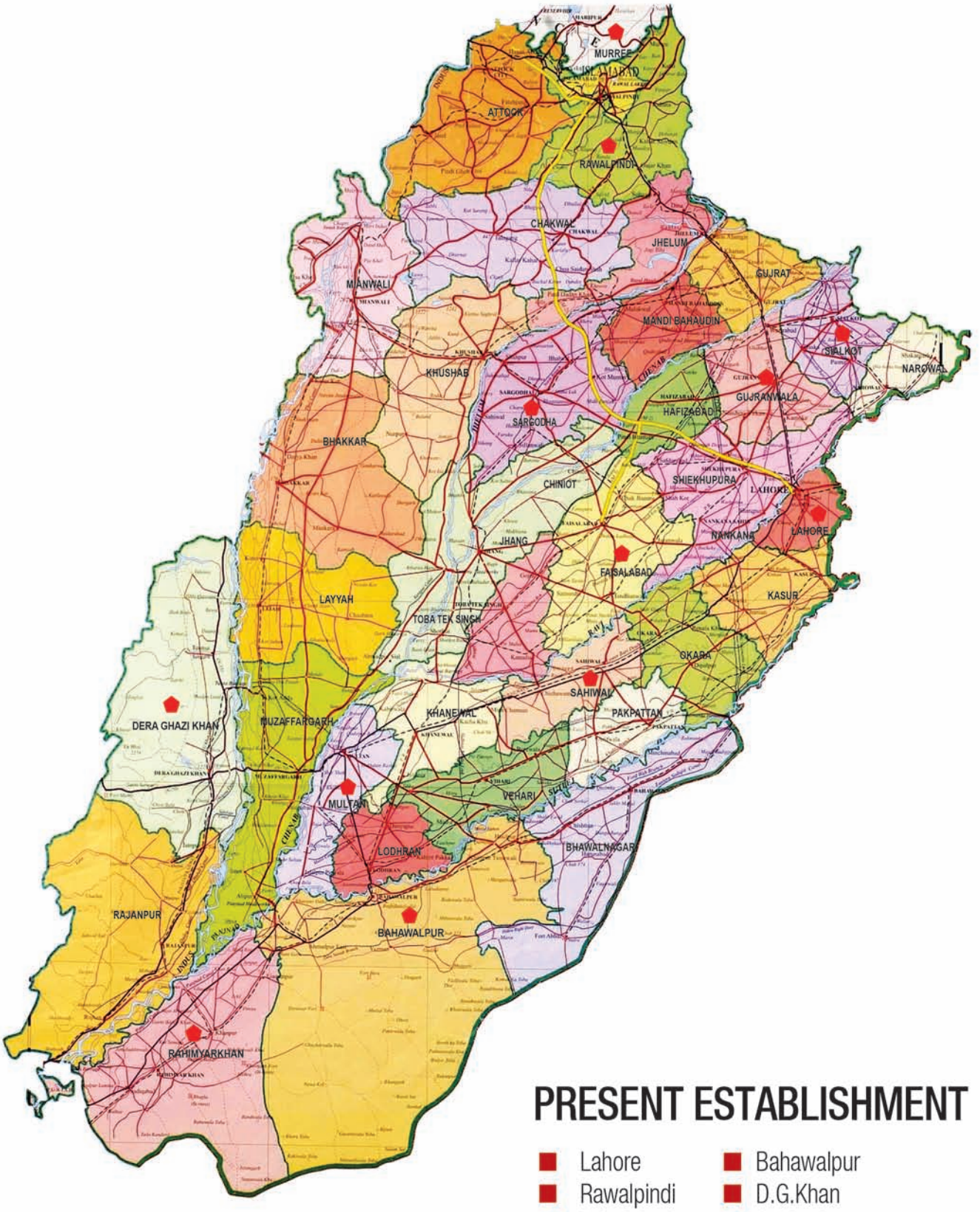
(The Service shall become functional in these Districts by February, 2010)

1	Khushab	7	Sheikhupura
2	Okara	8	Narowal
3	Chakwal	9	Nankana Sahib
4	Bhakkar	10	Vehari
5	Hafizabad	11	Layyah
6	Mandi Bahaudin	12	Lodharan

RESCUE 1122 ORGANIZATION AND ESTABLISHMENT

Organizational Structure
PUNJAB EMERGENCY SERVICE (RESCUE 1122)





PRESENT ESTABLISHMENT

- Lahore
- Rawalpindi
- Faisalabad
- Multan
- Sargodha
- Gujranwala
- Bahawalpur
- D.G.Khan
- Sahiwal
- Sialkot
- Rahim Yar Khan
- Murree

The staff for remaining 24 Districts has been recruited and is under training. Rescue 1122 shall become functional in 12 Districts by November, 2009 and all Districts by February, 2010

DISTRICT WISE RESCUE STATIONS AND VEHICLES

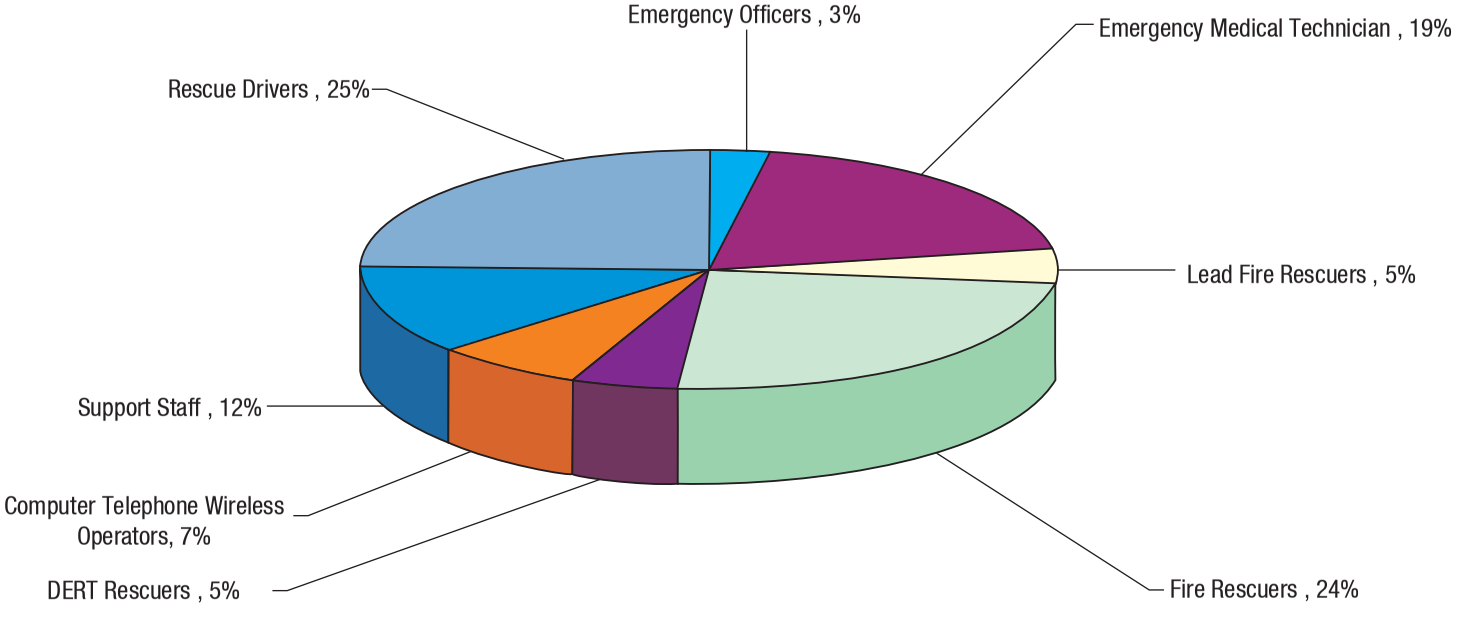
No.	DISTRICTS	STATIONS	EMERGENCY VEHICLES							
			Emergency Ambulances	Fire Trucks	Rescue Vehicles	Water Bowsers	Water Rescue Vehicles	Recovery Vehicles	Turntable Ladders	Aerial Platforms
1	Lahore	8	27	20	4	2	1	3	2	2
2	Rawalpindi	5	14	12	3	2	1	2	1	1
3	Faisalabad	4	12	10	2	2	1	1	0	1
4	Multan	4	12	10	2	2	1	1	0	1
5	Gujranwala	4	12	10	2	2	1	1	0	1
6	Bahawalpur	2	8	6	2	1	0	1	0	0
7	D.G. Khan	2	8	6	1	1	1	1	0	0
8	Sargodha	2	8	6	1	1	0	1	0	0
9	R.Y. Khan	1	4	2	1	1	0	1	0	0
10	Sahiwal	1	4	2	1	1	0	1	0	0
11	Sialkot	2	7	6	1	1	1	1	0	1
12	Murree	2	7	3	2	1	1	1	0	1
	TOTAL	**37**	**123**	**93**	**22**	**17**	**8**	**15**	**3**	**8**

This table does not include equipment for remaining 24 Districts where the Service shall be operational shortly. Each District shall have 4 ambulances, 2 fire vehicles, 1 rescue vehicle and 1 water bowser.

EXISTING HUMAN RESOURCE

H Q	Lahore	Academy	Rawalpindi	Faislabad	Multan	Gujranwala	Bahawalpur	Sargodha	Dera Ghazi Khan	Sahiwal	Sialkot	Rahim yar Khan	Murree	Total
77	765	207	403	389	392	319	242	221	253	143	242	128	171	3952

2160 emergency staff for remaining 24 districts has also been recruited and is presently under training at Emergency Services Academy & Hospitals.


Emergency Officers , 3%
Emergency Medical Technician , 19%
Rescue Drivers , 25%
Lead Fire Rescuers , 5%
Support Staff , 12%
Computer Telephone Wireless Operators, 7%
DERT Rescuers , 5%
Fire Rescuers , 24%

PUNJAB EMERGENCY SERVICE

STAFF OF HEADQUARTERS, ACADEMY & LAHORE

First row, left to right: Mr. Ejaz Ahmed Virk (Deputy Director Finance), Mr. Ali Bilal Buttar (Deputy Director Repair & Maintenance), Capt. (Retd.) Lal Din (Emergency Officer Monitoring) Dr. Foaad Shahzad Mirza (Deputy Director Human Resource Development), Dr. Rizwan Naseer (Director General), Dr. Muhammad Yahya Butt (Emergency Control Officer), Dr. Muhammad Farhan Khalid (Administrator, Emergency Services Academy), Mr. Nouman Noor (Deputy Director Fire & Rescue), Dr. Ahmad Raza (District Emergency Officer, Lahore).

Second row: Ms. Tahira Khan (Emergency Officer), Mr. Faheem Jehan Zaib (Public Relations Officer), Mr. Naeem Murtaza (Emergency Officer Communication), Mr. Muhammad Ahsan (Emergency Officer Operations & Administration), Dr. Syed Imran Hussain (Emergency Officer Medical), Dr. Ali Imam Syed (Assistant Director Medical), Mrs. Roqiya Bano Javed (Emergency Officer Community Training), Mr. Ali Hassan (Emergency Officer Law), Mr. Muhammad Mohsin Durrani (Emergency Officer, Research & Coord[illegible] Emergency Officer), Dr. Humaira Rameen (Emergency Officer Medical).

Third row: Dr. Shaukat Malik (Emergency Officer), Mr. Bilal Asif (Budget & Accounts Officer), Mr. Amir Abbas Khan (Emergency Officer Law), Mr. Muhammad Naeem Mukhtar (Budget & Accounts Officer), Mr. Naeem Iftikhar (Repair & Maintenance Officer), Mr. Zafar Iqbal (Assistant Director Rescue), Ms. Sumaira Liaqat (Social Welfare Officer), Mr. Farooq Ahmad (Public Relations Officer), Mr. Muhammad Yousaf (Purchase Officer), Engr. Sultan Rana (Emergency Officer), Mr. Abrar Hassan (Assistant Director Fire) , Mr. Muhammad Akram (Emergency Officer).

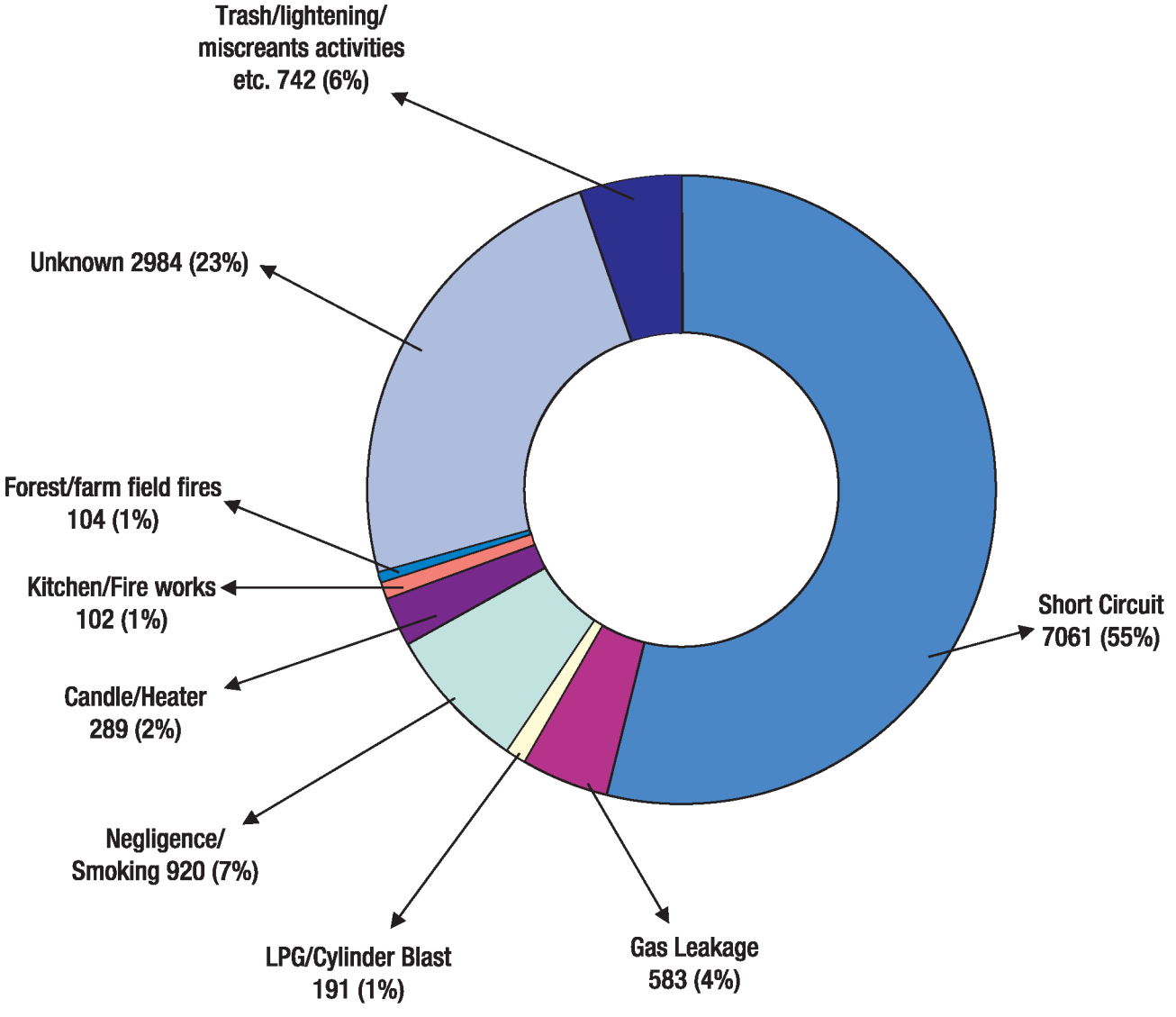
EMERGENCY STATISTICS & OPERATIONS

Emergency Statistics

Emergencies/ Description	Lahore	Rawalpindi	Faisalabad	Multan	Gujranwala	Bahawalpur	Sargodha	D.G Khan	Sahiwal	Sialkot	R.Y. Khan	Murree	TOTAL
Road Accidents	84865	6430	21824	10432	10865	5082	3329	4198	4401	5948	4063	489	161926 (41.22%)
Medical	95508	6781	19635	27809	7823	16265	4594	11582	6952	3782	8476	2791	211998 (53.97%)
Fires	5273	1274	1918	1065	894	332	341	305	287	709	257	77	12732 (3.24%)
Crime (Injuries by Bullet & Violence)	406	33	2181	186	191	106	240	77	581	359	56	24	4440 **(1.13%)**
Drowning Case	47	7	78	13	82	4	5	19	26	62	28	2	373 **(0.09%)**
Special Rescue Operations	47	8	0	3	9	1	37	12	3	19	1	0	140 **(0.04%)**
Buildings Collapse	491	17	169	17	64	1	14	61	28	20	85	4	971 (0.25%)
Explosions	166	18	15	1	22	3	1	3	1	6	8	0	244 (0.062%)
Emergencies Responded	186803	14568	45820	39526	19950	21794	8561	16257	12279	10905	12974	3387	392824
Victims Rescued	**180672**	**15282**	**44969**	**40205**	**22330**	**22289**	**8549**	**17979**	**13052**	**11462**	**16466**	**3740**	**396995**

Fire Statistics

Causes of Fire



Short Circuiting is the main cause of fire emergencies which contributes to 55% of the total fire incidents. The major reasons for short circuiting are loose connections and use of sub-standard electrical wires.

Another reason for short circuiting is voltage fluctuation which causes sparking, over heating and short circuiting of electrical wires/gadgets.

Fire Losses saved
(in two years)

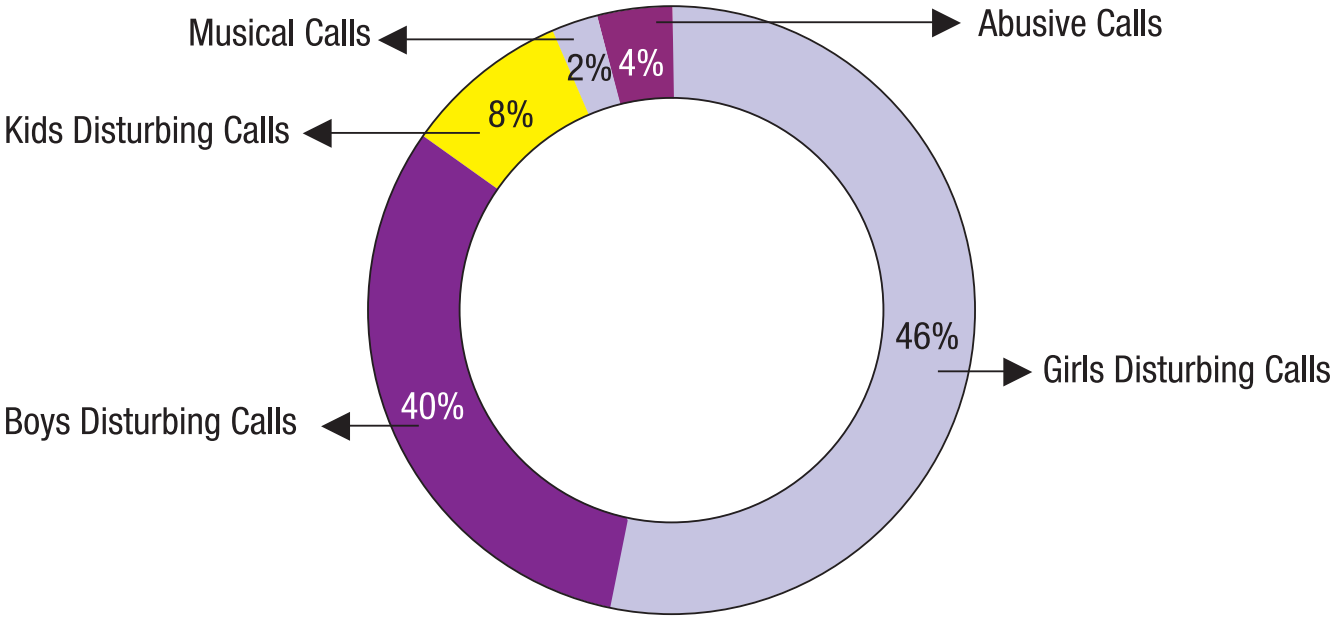
The Rescue 1122 modern fire service has saved estimated losses worth Rs. 14.08 billion by timely response and professional management of 12,732 fire incidents in 12 major cities of Punjab during last two years.

Sr. No.	DISTRICT	No. of Fire Emergencies	Estimated losses Saved in Million (Rs)
1	Lahore	5273	4356.05
2	Rawalpindi	1274	634.9
3	Faisalabad	1918	1843.62
4	Multan	1065	1559.4
5	Gujranwala	894	2231.84
6	Sargodha	341	821.73
7	D.G. Khan	305	188.66
8	R.Y. Khan	257	678.01
9	Bahawalpur	332	115.17
10	Sahiwal	287	111.06
11	Sialkot	709	1498.26
12	Murree	77	46.91
GRAND TOTAL		12732	Rs. 14085.6 M

Calls Statistics

The Punjab Emergency Service has received 18.39 million calls in its Command and Control Rooms since its inception (10th October 2004). Out of these calls only 2% (392,824) were information seeking calls 1,181,789 (6.42%), wrong calls 147,870 (0.82%), obnoxious calls 10,879,383 (60.41%), 370 (32.08%) and fake calls distorted / blank calls 5,777

Sr.#.	Calls Received in District Control Rooms	Number of Calls	Percentage of calls
	Total Calls Received	18,399,368	
1	Emergency Calls	392,824	2%
2	Non-Emergency Calls	18,006,544	98%
i	Obnoxious Calls	10,879,383	60.41%
ii	Information Seeking Calls	1,181,789	6.58%
iii	Distorted & Blank Calls	5,777,370	32.08%
iv	Wrong Calls	147,870	0.82 %
v	Fake Calls	20,132	0.11%



Rescue Operations

After the devastating earthquake of Oct., 2005, Rescuers from Lahore rushed to Margala Tower, Islamabad to help the emergency victims. Five live victims were rescued from the collapsed tower on 9th October, 2005

16 victims of a road traffic accident were rescued from Indus Highway Rajanpur by swiftly responding the incident from D.G Khan.

30 victims were rescued from building collapse due to cylinder blast in Faisalabad on 2nd April, 2008.

2 victims were recovered alive from collapsed wall in Gujranwala on 3rd April, 2009.

The Shanghai Plaza, Rawalpindi was saved from total burning on 25th June 2009.

22 victims of honey bees stings were rescued and transported to the hospital from Bagh-e-Jinnah Lahore. The victims included school students and teachers who were on a recreational visit to the park.

4 rescued in a road traffic accident at Daska Road, on 19th June, 2009. The driver was trapped in the Vehicle who was extricated alive by using cutting tools.

Trapped victims of a structural collapse were rescued in Sargodha on 4th May, 2009

Six victims trapped in a deep well were rescued after 10 hours operation in Multan on 2nd January 2009

The City Tower in Gulberg Lahore was saved by close fire fighting at 8th Floor of the building, on 5th September, 2006.

87 victims of a terrorist attack were rescued in the event of cross firing between the terrorists and security agencies at Manawan Police Training Centre, Lahore on 30th March, 2009.

Panic situations in the public were managed by capturing animals & handing over to the zoo

MONITORING & EVALUATION

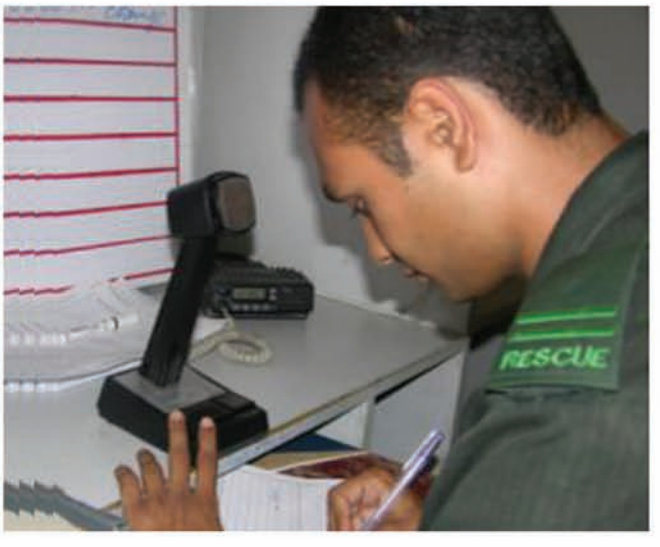
A system for monitoring & evaluation has been developed by the Punjab Emergency Service (Rescue 1122) to ensure uniform quality and standards of the Service in all Districts of Punjab. Monitoring systems include:-

Fleet Tracking System:
A GPRS based tracking system with street level map has been installed for effective monitoring & fleet management. A centralized tracking system is monitored & analyzed in District Control Rooms and Provincial Monitoring Cell to watch movement of all vehicles to enhance the efficiency, Service quality & Response time with pre-defined parameters like timing, speed limit, idle ignition, geo fencing, route history, reporting, self diagnostic error facility and evaluation processes.

Surveillance Through Internal and External Cameras:
On-line IP based cameras have been installed in all District Control Rooms and Rescue Stations for live monitoring and performance efficiency to ensure the proper check and balance system of the service delivery. The system has the capability of two way communication through VoIP for direct audio visual contact in WAN protocol.

Call Monitoring Software System:
A comprehensive call monitoring software has been designed for receiving emergency calls at emergency number 1122. This software contains caller detail, emergency details, history, reporting and blockage system for unwanted / obnoxious calls. This software is also helpful to evaluate the performance of call operator to ensure quality and efficiency of the Service.

Wireless Communication System:
Wireless communication system has been established in all Districts to Ensures reliable, uninterrupted and swift communication link. It serves as the backbone of the Service and plays a vital role in management of emergencies and disasters effectively. Through this system, Control Room exchanges necessary information and guidelines with the emergency vehicles and sub stations regarding emergencies.



MEMORABLE EVENTS

International Collaborations

In order to ensure international standards of the Service, Memorandums of Understanding (MoU) have been signed with Strathclyed Fire & Rescue services, Glasgow, UK (March, 2007) and Swedish Rescue Services College for cooperation in Training (October, 2005).

Capacity Building of Instructors / Emergency Officers

A series of international training has been organized at Emergency Services Academy for capacity building of instructors and Emergency Officers. The trainings were conducted by PEER program of USAID through National Society for Earthquake Technology, Nepal. Through this training program, the Emergency Officers & Instructors were certified as trainers for Medical First Responder (MFR) and Collapsed Structure Search & Rescue (CSSR) courses.

Several Emergency Officers have been trained through foreign training courses for management of emergencies, road traffic accidents, fires, mountain rescue, flood early warning systems and community safety training.

Passing out Ceremonies

Grandeur passing out prade ceremonies of various batches have been held in the Emergency Services Academy. So far 11 batches of rescuers have been passed out after successful completion of training.

Launching of Community Training Programme

The Punjab Emergency Service launched enrollment of rescue volunteers and community training programme on 8th October, 2008 in accordance with the Punjab Emergency Service Act, 2006. Personnel of different organizations and general public have been imparted emergency training to enable them to become effective first responders in the hour of emergency or disaster.

National Youth Award for the Rescuer

The Prime Minister of Pakistan, Syed Yousaf Raza Gilani presented the National Youth Award, 2008 to Mr. Zain-ul-Haq, Rescue Technician, upon saving the life of a labourer from collapsed Well after 11 hours rescue operation in Lahore.

International Firefighters' Day 2009

The International Firefighters' Day was celebrated on 4th May, 2009. The courageous firefighters who lost their lives in the line of duty were remembered on the occasion. The event was largely attended by senior writers, journalists, politicians, poets, singers & Rescue 1122 officials. A tribule was paid to the rescuers who put their lives at risk to save lives & properties of others. The parents of martyrs were presented with cheques of compensation and acknowledgment shields.

In the Line of Duty

13 firefighters including 4 from Rescue 1122 lost their lives in the line of duty while firefighting at Ghakhar Plaza, Rawalpindi on 21st December, 2008.

Mr. Muhammad Usman, Fire Rescuer and Mr. Zahid Khurshid, Emergency Medical Technician got bullet injuries while providing emergency cover to the Sri Lankan Cricket Team on their way to the Qaddafi Stadium. The incident happened at Liberty roundabout, Lahore, on 3rd March, 2009.

WAY FORWARD

- The existing model of Rescue 1122 is being replicated to the remaining 24 Districts of Punjab for which construction of Rescue stations has commenced, whereas procurement of equipment and training of staff is underway. The Service shall be launched in 12 Districts by November, 2009 and in the remaining 12 Districts by February, 2010.
- After the establishment of Service in all Districts of Punjab, it shall be further expanded to Tehsil level based on criteria which include the population, arterial approach roads / location on G.T. Road and Government priorities.
- The Service has launched the community enrolment and training programs in Punjab and it plans to enroll over 100,000 volunteers within a year so as to enhance the capacity of the Service to manage large scale emergencies and disasters effectively.
- The Service is in process of initiating the Community Safety Programme to encourage community participation in emergency preparedness and prevention. The program aims at identification of hazards endangering public safety and taking appropriate remedial measures through District Emergency Boards and Punjab Emergency Council based on research and analysis of emergency data.
- The first model Emergency Services Academy with emergency simulators essential for life saving skills is being established to train emergency staff according to international standards. This Academy shall provide emergency staff not only for emergency services but also for emergency departments of hospitals and for other provinces.

New Emergency Services Academy

ACKNOWLEDGEMENTS

"Very impressed with the excellent quality instruction and the professionalism of Rescue 1122. Wish continued success to the programme and cooperation with ATA"

(16th June, 2006)

Robert Clark
ATA Programme Manager
of Pakistan, DS, USA

"A very impressive visit. The organization of the Emergency Services of the Punjab, has come such a long way in a short period of time. I believe that through our mutual collaboration, we will continue this program for many years to come. Congratulation and I wish you all continued success in your efforts to protect the citizens of the Punjab."

(1st March, 2007)

Brian P. Sweeney
Chief Officer/Chief Executive
of Strathclyde Fire & Rescue

"Immensely impressive display.You are to be greatly congratulated."

(6th Jan. 2007)

Dr. Jane
Representative Primary Trauma Care
Executive Committee, UK

"I must congratulate D.G. Rescue 1122, for establishing such an outstanding Emergency Response System in Lahore, (in fact one of its only kind in Pakistan) I am highly impressed with the standard of commitment, training and professionalism of the DG himself and his entire team. You are doing excellent work for this nation. Well done and keep it up."

(15th December, 2006)

Air Vice Marshal Ayaz Mahmood
DG Civil Defense

"A very interesting and promising programme for Pakistan." (20th June, 2006)

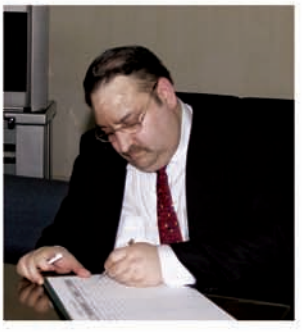
Julie Shone
Deputy Programme Manager
DFID Pakistan

"A highly impressive, well organized energetic organization."

(20th June, 2006)

Mr. Richard Martini
Deputy Head DFID, Pakistan

"I am very pleased to see the steady improvement in your training skills and dedication in service delivery."
(12th April, 2008)



Councilor Bailie Hanzala Malik
Glasgow City Council
International Links

"1122 is the prayer of people of Pakistan because it is the only Service who helps in one's most difficult times."
(28th March, 2009)

Sohail Warraich
Senior TV Anchorperson

"Highly impressive. I wish we could start same thing like this in India as well. We would invite you to educate us & share your experience with us soon." (30th March, 2005)

Dr. P. S. MAINI
(President. SAARC Orthopedic Association, New Delhi, India)

"Congratulation to you and your team doing a unique establishment of services in Punjab. An amazing and efficient development. May God bless you all for ever." (23rd May, 2006)

Gottfried Reiter
Vice President Rosenbauer

"Four years ago Punjab Emergency Service was established when I was posted as DCO Lahore. Today the Service is functioning extremely well under the dynamic leadership of Dr. Rizwan Naseer. I have been very closely watching the performance of the organization since last four years. I must acknowledge that the organization has performed extremely well. I wish Dr. Rizwan Naseer & his associates the best of everything." (11th October, 2008)

Khalid Sultan
Chief Secretary, Govt. of AJK.

"It was heartening to see the excellent standards of training with the required zeal and enthusiasm. May Allah succeed you in your sincere endeavors to provide Rescue & Emergency Services to the victims.Ameen." (3rd May, 2008)

Lt. Col. (R) Hamid Ghani Anjum
Direcor Staff (Training & Coordination)
National Institute of Management
Quetta - Pakistan

"Punjab Emergency Service (Rescue 1122) has done exceptional progress under the leadership of Dr. Rizwan Naseer (Director General of Rescue 1122) and this Service very rightly deserves to participate in the national parade of 23rd March." (16th April, 2009)

Munno Bhai
Writer/Senior journalist

"Very, very impressive, given that it started only two years ago. From the looks of it, it is a perfect solution to emergency & disaster management (early response system) all over the country.Compliments to Dr. Rizwan & his team." (10 Feb. 2007)

Shahid Mahmood
Secretary to Govt. of the Punjab
Planning & Development Dept.

"We were quite impressed by the work having been done so far and for the vision in all activities." (23rd January 2006)

INSARAG USAR
Evaluation Mission

"I visited the Rescue Punjab Emergency and Ambulance Services in Lahore. I am very pleased to see the progress in such a short time. Congratulations." (10th January 2005)

Dr. N. Mojadidi
WHO / PAKISTAN

Rescuer's Oath

- *I solemnly affirm to serve the Punjab Emergency Service with complete devotion and honor the physical and judicial laws of Allah, Service and man. I shall always be polite and treat all victims without any discrimination of caste, region, color or religion.*

- *I shall also share my knowledge with those who may benefit from what I have learnt and shall not participate in any mischievous or political activity nor shall I instigate anyone for it.*

- *Whenever, I enter any premises, my aim shall purely be to rescue, treat, prevent or manage an emergency as the need may be and I shall never disclose any personal information of the victim to anyone unless required by law.*

- *I shall obey all the orders given to me by my seniors and shall go through land, air or sea, whenever I am ordered to do so to rescue or save human lives even if it endangers my own life.*

- *May God give me the strength to help make a better world for all humanity and should I trespass or violate this Oath, may the reverse by my lot!*

So help me Allah!

Punjab Emergency Service
Government of the Punjab

Rescue 1122 Headquarters, Main Ferozepur Road, Lahore 54600
Ph: +92-42-99231701 & 2. www.rescue.gov.pk

Lahore: Central Station Rescue 1122, Adj. Canal Bridge, Ferozepur Road, Lahore.
Faisalabad: Central Station Rescue 1122, Chowk G.T.S. Railway Road, Faisalabad.
Rawalpindi: Central Station Rescue 1122, Rawal Road, Near Chandni Chowk, Rawalpindi.
Rahimyar Khan: Central Station Rescue 1122, Behind Allama Iqbal Library, WAPDA Colony Road, R. Y Khan
D.G. Khan: Central Station Rescue 1122, Chowk Charhatta Taunsa Road, D.G. Khan
Sahiwal: Central Station Rescue 1122, Mission Cnowk, High Street, Sahiwal.
Multan: Central Station Rescue 1122, Chowk Kumharan Wala New Multan.
Bahawalpur: Central Station Rescue 1122, Kalley Pulley Yazman Road, Bahawalpur.
Gujranwala: Central Station Rescue 1122, Gondlanwala Chowk (Old GTS Bus Stand) Gujranwala.
Sialkot: Central Station Rescue 1122, Kuchahry Road, Sialkot.
Sargodha: Central Station Rescue 1122, University Road, Sargodha.
Murree: Central Station Rescue 1122, Pindi Point, Murree.
Emergency Services Academy, Former LOS near Shama chowk, Ferozepur Road, Lahore

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